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Ajit Pai, Chairman
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Dear Mr. Pai,

Thank you for taking the time to read my letter.

I am writing today regarding *Net Neutrality* and keeping the current classification of broadband as a telecommunications service. As you are aware, the idea of network neutrality is an old one going back to the days of the telegraph. The idea behind network neutrality was (and still is) to allow electronic communication to flow freely from one end-point to another without prioritization. This allowed telegraphs equal routing regardless of length, content, application and/or destination. The Communications Act of 1934 codified this idea by establishing the FCC for the purpose of regulating electronic communication relayed via wire and/or radio. The Telecommunications Act of 1996 expounded on this idea by basing regulation on content rather than technology. This encouraged competition in telecommunication markets by discouraging monopolies over information content. It also updated the Communications Act of 1934 by addressing the emerging global electronic communication network (Internet) and encouraging deployment of advanced telecommunication services to all Americans. In 2015 the FCC exercised its power under Title II of the Communications Act of 1934 and Section 706 of the Telecommunications Act of 1996 to classify ISPs as Common Carriers and regulate the Internet for the public good.

As the Internet has grown so has its use in daily life: businesses rely on email to conduct transactions, hospitals rely on electronic file transfer for the timely relation of critical x-rays and public safety entities utilize it to communicate important records to field agents. In my opinion it is difficult to argue that broadband connectivity provides merely an information service and not a telecommunications service. The Internet pervades everything private and public entities do from processing payments to housing criminal histories. Taking down Internet connectivity is one sure way to bring most businesses to a standstill. Most phone systems rely on it for Voice Over Internet Protocol (VOIP). It is so vital that many public service agencies have a redundant link to it to remain 'online' in case of emergency or a construction crew accidentally cutting a

major link. Consumers utilize the Internet to Skype with their family, pay their bills online and take classes to further their education. To me, the diverse and critical uses of the Internet are apparent.

When I purchase Internet connectivity at home I am purchasing a wide range of telecommunication services: cloud based file storage, email, telephony, information streaming and online bill pay. While information is amongst the services I'm procuring, it is not alone and certainly not foremost. I rely on email to conduct business (both personal and professional). My home phone keeps me connected to friends and family. Cloud based file storage provides the ability for me to volunteer at church. Internet connectivity allows me to create an encrypted tunnel so I can connect to my workplace and accomplish work tasks remotely. Browsing websites and streaming content is not the primary reason I have an Internet Service Provider (ISP). If you rule I'm only purchasing information services my provider can change prices or cancel service overnight with no recourse available to me. Most residential areas have only one wired broadband telecommunications service provider available so choice is limited. I may be forced to purchase new equipment and service from a cellular, satellite or dial-up provider.

Working as a technology manager I am responsible for buying and maintaining network services for my employer. This involves Internet connectivity, telephony, point-to-point connections, internal routing/switching and radio links. My employer maintains a public safety department. Some of our agency to agency links are routed via the Internet. Maintaining these links is crucial to upholding the public trust. These are telecommunication links that allow us to connect to our county emergency center for video conferencing, establish encrypted tunnels for remote support and the relay of critical emergency information should the need arise. On a typical business day we utilize our external network connections for VOIP, processing public records, sending/receiving payments, connecting to remote sites and email communication. When our Internet connection goes down it is akin to losing power or water in its effect. If connectivity cannot be restored in a timely manner most staff leaves for the day as they can no longer do their jobs. Public safety, of course, doesn't have that ability so backup systems must be put in place.

Telecommunications involves the transmission of communication between points of the user's choosing without alteration of content. It is beyond the purview of most users to know the Internet protocol (IP) address of the switches and routers their communications are utilizing to arrive at their intended destination. It is also beyond the purview of most users to know the IP address of their own VOIP phone or favorite website. This is why domain naming service (DNS) was created. Most users are keenly aware that they utilize the network resources of their ISP. Asserting that consumers must know the IP address of the devices utilized to route their communications request to meet the statutory definition of telecommunications is not feasible. While any user can perform a traceroute (TRACERT) or name server lookup (NSLOOKUP), there is little accomplished by this as the communication route is determined by the devices involved. In my opinion this assertion invalidates most electronic communication as telecommunication in that it's not possible to insist my communication follow a path chosen by

me. How could I do this for telephony? How does this apply to the Public Switched Telephone Network (PSTN)?

In closing, please consider the points I and others have made regarding *Net Neutrality*. Your commision made the correct call in 2015 for the public good of which you are a servant. Broadband connectivity is much more than an information service. The statutory definition of telecommunications is a broad one that cannot be mired in the technicalities of IP addressing, switching, DNS and routing. This is a semantic argument. Applying communication engineering to a statutory definition is beyond the scope of term. If you step back and look at the usage of broadband it is easy to see that the breadth and scope of electronic communications outstrips the information service designation. It is far to critical to people's lives and livelihood to not be supervised by the commision you chair. It improves people's lives and allows businesses to prosper. ISPs should not be able to dictate how, when or why I utilize their services. ISPs should not be able to dictate how, when or why businesses utilize their services.

Thank you for your time and careful consideration of this matter.

Respectfully,

Ron Bishop
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Arizona